

JOB DESCRIPTION

Name	:	
Job Title	:	IT Support Engineer / Developer
Department	:	IT Department
Reporting To	:	IT Director
Location	:	Perth

Job Purpose:

To provide first line support within the firm. To ensure all users problems are logged and are dealt with quickly and effectively.

Principal Accountabilities:

1. To log all problems reported by users into IT Helpdesk call logging system.
2. To provide a first line of response for all calls that are logged.
3. To investigate, and where possible, resolve helpdesk calls logged.
4. To liaise with other members of the team to identify resolutions to outstanding calls that are not immediately resolved at the first line of response.
5. To monitor / maintain the firms IT network.
6. To monitor / maintain the various aspects of IT security.
7. To advise the IT Director of persistent problem areas and opportunities where improvements can be made.
8. To provide desk side assistance to users in all offices.
9. To assist with the implementation of new projects.
10. To liaise with maintenance suppliers to ensure calls requiring third party assistance are progressed effectively.
11. To ensure The IT Director is immediately aware of high priority calls that have been logged.
12. Installation and configuration of end users equipment.
13. To maintain and update the IT Asset Register and Software Register.
14. To ensure outstanding calls are constantly reviewed and escalated to the IT Director were necessary.
15. To setup training facilities when required.

16. To maintain firms telephony system.
17. To liaise with various department examining business process, and develop software solutions utilising the firms practice management systems.
18. To develop the firm's website, especially for SEO purposes.
19. To develop the firms social media profile.
20. To keep/maintain IT documentation.

PERSON SPECIFICATION

Knowledge and Skills:

Essential:

- Good knowledge of PC hardware and accessories
- Good understanding of Microsoft Windows 7/10 and MS Server 2012
- Good understanding of Microsoft Office 2013 (especially Word)
- Good understanding of Networks / TCP/IP
- Previous software development experience

Desirable:

- Windows 20016 Server
- Hypervisor Technologies (preferably VMWare)
- Microsoft Active Directory
- Understanding of Citrix and thin computing
- HTML/ Web design

Qualifications:

Desirable:

- A minimum of 5 Standard Grades, C or above.
- MCSE or MCP
- Any specific computer training would be advantageous.

Work Experience:

Essential:

- Minimum 1/2 years IT Support in a commercial environment.

Desirable:

- IT Support in a Law Firm

Interpersonal Skills:

Essential:

- A team player, able to work with all members of the IT team.
- Willing to accept new projects and challenges.
- Highly organised.
- To project a mature professional attitude.
- A car owner/driver.

Other:

Desirable:

- Able to work out of hours when required.